

CLAIMS

What is claimed is:

- 1 1. A method for testing an emergency response service, the method comprising the
2 computer-implemented steps of:
3 registering, with the emergency response service, a first agent as a first endpoint, a
4 second agent as a second endpoint, and a test location;
5 mapping a public emergency line to the test location;
6 initiating a call to the public emergency line from the phone; and
7 determining whether the call was properly routed by the emergency response service
8 to the first agent.
- 1 2. The method of claim 1, wherein the step of registering comprises registering the first
2 agent as a Public Safety Answering Point (PSAP) endpoint.
- 1 3. The method of claim 1, wherein the step of registering comprises registering the test
2 location as an emergency response location (ERL) with the emergency response
3 service.
- 1 4. The method of claim 3, wherein the step of registering comprises:
2 configuring the ERL to route calls that are initiated to the public emergency line to
3 the first agent as a Public Safety Answering Point (PSAP) endpoint; and
4 wherein the step of determining whether the call was properly routed includes
5 determining whether the call was routed by the ERL to the first agent as the
6 PSAP endpoint.

1 5. The method of claim 4, further comprising the computer-implemented steps of:
2 configuring the ERL to route calls that are initiated to the public emergency line to a
3 third agent as an On Site Alert Number (OSAN) endpoint; and
4 determining whether the call was properly routed by the emergency response service
5 to the third agent.

1 6. The method of claim 3, further comprising the computer-implemented steps of:
2 configuring the ERL to route calls that are initiated to the public emergency line to a
3 third agent as an On Site Alert Number (OSAN) endpoint; and
4 determining whether the call was properly routed by the emergency response service
5 to the third agent.

1 7. The method of claim 1, further comprising the computer-implemented steps of:
2 registering, with the emergency response service, a third agent as an On Site Alert
3 Number (OSAN) endpoint; and
4 determining whether the call was properly routed by the emergency response service
5 to the third agent.

1 8. The method of claim 1, wherein the step of determining whether the call was properly
2 routed by the emergency response service includes determining whether the call was
3 properly routed at least in part through a Voice-Over-Internet-Protocol (VOIP)
4 network.

1 9. The method of claim 1, wherein the steps of initiating and determining include
2 initiating and determining automatically and periodically.

1 10. A method for testing a gateway that is coupled to a public-switched telephone
2 network and that is associated with an emergency response service, the method
3 comprising the computer-implemented steps of:
4 registering, with the emergency response service, a first agent as an endpoint, a phone
5 as a Public Safety Answering Point (PSAP) endpoint, and a test location;
6 configuring the phone to answer incoming calls with a voice mail system;
7 mapping a public emergency line to the test location;
8 initiating a call to the public emergency line from the first agent; and
9 by accessing the voice mail system, determining whether the call was routed by the
10 gateway through the public-switched telephone network to the phone as the
11 PSAP.

1 11. The method of claim 10, wherein the steps of initiating and determining include
2 initiating and determining automatically and periodically.

1 12. A computer-readable medium carrying one or more sequences of instructions for
2 testing an emergency response service, which instructions, when executed by one or
3 more processors, cause the one or more processors to carry out the steps of:
4 registering, with the emergency response service, a first agent as a first endpoint, a
5 second agent as a second endpoint, and a test location;
6 mapping a public emergency line to the test location;
7 initiating a call to the public emergency line from the phone; and
8 determining whether the call was properly routed by the emergency response service
9 to the first agent.

1 13. The computer-readable medium of claim 12, wherein the step of registering
2 comprises registering the first agent as a Public Safety Answering Point (PSAP)
3 endpoint.

1 14. The computer-readable medium of claim 12, wherein the step of registering
2 comprises registering the test location as an emergency response location (ERL) with
3 the emergency response service.

1 15. The computer-readable medium of claim 14, wherein the step of registering
2 comprises:
3 configuring the ERL to route calls that are initiated to the public emergency line to
4 the first agent as a Public Safety Answering Point (PSAP) endpoint; and
5 wherein the step of determining whether the call was properly routed includes
6 determining whether the call was routed by the ERL to the first agent as the
7 PSAP endpoint.

1 16. The computer-readable medium of claim 15, wherein the instructions cause the one or
2 more processors to carry out the further steps of:
3 configuring the ERL to route calls that are initiated to the public emergency line to a
4 third agent as an On Site Alert Number (OSAN) endpoint; and
5 determining whether the call was properly routed by the emergency response service
6 to the third agent.

1 17. The computer-readable medium of claim 15, wherein the instructions cause the one or
2 more processors to carry out the further steps of:

3 configuring the ERL to route calls that are initiated to the public emergency line to a
4 third agent as an On Site Alert Number (OSAN) endpoint; and
5 determining whether the call was properly routed by the emergency response service
6 to the third agent.

1 18. The computer-readable medium of claim 12, wherein the instructions cause the one or
2 more processors to carry out the further steps of:
3 registering, with the emergency response service, a third agent as an On Site Alert
4 Number (OSAN) endpoint; and
5 determining whether the call was properly routed by the emergency response service
6 to the third agent.

1 19. The computer-readable medium of claim 12, wherein the step of determining whether
2 the call was properly routed by the emergency response service includes determining
3 whether the call was properly routed at least in part through a Voice-Over-Internet-
4 Protocol (VOIP) network.

1 20. The computer-readable medium of claim 12, wherein the steps of initiating and
2 determining include initiating and determining automatically and periodically.

1 21. A computer-readable medium carrying one or more sequences of instructions for
2 testing a gateway that is coupled to a public-switched telephone network and that is
3 associated with an emergency response service, which instructions, when executed by
4 one or more processors, cause the one or more processors to carry out the steps of:
5 registering, with the emergency response service, a first agent as an endpoint, a phone
6 as a Public Safety Answering Point (PSAP) endpoint, and a test location;

7 configuring the phone to answer incoming calls with a voice mail system;
8 mapping a public emergency line to the test location;
9 initiating a call to the public emergency line from the first agent; and
10 by accessing the voice mail system, determining whether the call was routed by the
11 gateway through the public-switched telephone network to the phone as the
12 PSAP.

1 22. The computer-readable medium of claim 21, wherein the instructions cause the
2 processors to automatically and periodically carry out the steps of initiating and
3 determining.

1 23. A system for testing an emergency response service, the system comprising:
2 means for registering, with the emergency response service, a first agent as a first
3 endpoint, a second agent as a second endpoint, and a test location;
4 means for mapping a public emergency line to the test location;
5 means for initiating a call to the public emergency line from the phone; and
6 means for determining whether the call was properly routed by the emergency
7 response service to the first agent.

1 24. A system for testing a gateway that is coupled to a public-switched telephone network
2 and that is associated with an emergency response service, the system comprising:
3 means for registering, with the emergency response service, a first agent as an
4 endpoint, a phone as a Public Safety Answering Point (PSAP) endpoint, and a
5 test location;
6 means for configuring the phone to answer incoming calls with a voice mail system;

7 means for mapping a public emergency line to the test location;
8 means for initiating a call to the public emergency line from the first agent; and
9 means for determining, by accessing the voice mail system, whether the call was
10 routed by the gateway through the public-switched telephone network to the
11 phone as the PSAP.

1 25. A system that can test an emergency response service, the system comprising:
2 a network interface;
3 a processor coupled to the network interface and receiving messages from a network
4 through the network interface;
5 a computer-readable medium comprising one or more stored sequences of
6 instructions which, when executed by the processor, cause the processor to
7 carry out the steps of:
8 registering, with the emergency response service, a first agent as a first
9 endpoint, a second agent as a second endpoint, and a test location;
10 mapping a public emergency line to the test location;
11 initiating a call to the public emergency line from the phone; and
12 determining whether the call was properly routed by the emergency response
13 service to the first agent.

1 26. A system that can test a gateway that is coupled to a public-switched telephone
2 network and that is associated with an emergency response service, the system
3 comprising:
4 a network interface;

5 a processor coupled to the network interface and receiving messages from a network
6 through the network interface;
7 a computer-readable medium comprising one or more stored sequences of
8 instructions which, when executed by the processor, cause the processor to
9 carry out the steps of:
10 registering, with the emergency response service, a first agent as an endpoint,
11 a phone as a Public Safety Answering Point (PSAP) endpoint, and a
12 test location;
13 configuring the phone to answer incoming calls with a voice mail system;
14 mapping a public emergency line to the test location;
15 initiating a call to the public emergency line from the first agent; and
16 by accessing the voice mail system, determining whether the call was routed
17 by the gateway through the public-switched telephone network to the
18 phone as the PSAP.